

TERMS & CONDITIONS

Background

1.1 Definitions

The following words have the meanings given below:

'Extended Warranty' means the warranty cover detailed in this document for the Product. **'Mishap'** means a sudden and unforeseen physical act resulting in mechanical or electrical breakdown. **'Product'** means the Sony Bravia product(s) detailed in your Certificate (defined below) which was purchased at a participating store in the United Kingdom:

KDL22EX553BU KDL22EX553WU KDL26EX553BU KDL26EX553WU KDL32EX343 KDL32EX653 KDL32HX753BU KDL40EX653BU KDL40HX753BU KDL40HX853BU KDL42EX443 KDL46EX653BU KDL46HX753BU KDL46HX853BU KDL46HX923BU KDL55HX753BU KDL55HX853BU KDL55HX923BU KDL65HX923BU

'We', 'Our' or 'Us' means Sony Europe Limited, a company registered in England and Wales with company number 02422874 and its address at The Heights, Brooklands, Weybridge, Surrey, KT13 0XW, United Kingdom. **'You'** means the person who has purchased a Product and holds this Extended Warranty.

1.2 All cover periods quoted INCLUDE the manufacturer guarantee period. 1.3 The free 5-Year Warranty offer is available in participating stores only. Only participating stores will have the official literature and registration forms.

1.4 The participating Dealer must stamp the registration form to verify that you have seen a demonstration of a BRAVIA TV from Sony in-store and that you have purchased one of the qualifying models listed above. The form must be validated by the Dealer entering their eight-digit Dealer number.

1.5 To redeem your 5-Year Warranty, please complete your details and include a photocopy of your full purchase receipt with your claim. Please send your completed registration form and a photocopy of your receipt to: Guarantees, PO Box 5003, Stratford-upon-Avon, CV37 1HJ.

1.6 Registration forms must be received within 30 days of the date of purchase. No registration forms will be accepted after this time.

1.7 Please do not send your original receipt as we are unable to return either your copy or original receipt. Incomplete registration forms will be declared void.

1.8 We cannot take responsibility for any registration forms that are lost or delayed in transit. We recommend you send your completed form by special or recorded delivery to ensure receipt of your form, and to keep a copy of your completed form.

1.9 Upon receipt of your completed form, we will activate your guarantee and send you a Warranty Plan certificate (the 'Certificate'), to confirm your period of protection and contact details. Please allow 30 days from the date you posted your form to receive your Certificate. If you have not received your Certificate after this time has elapsed, please contact the Customer Service: 0330 440 2060.

2. What is provided

2.1 We will bear the cost of repairs to the Product, including parts and labour charges following mechanical or electrical breakdown from the date of purchase of the Product until (and including) the expiry date of this Extended Warranty, namely five (5) years after the date of purchase by you. However, this Extended Warranty will automatically be cancelled if you submit a claim knowing it to be false, fraudulent or a misrepresentation.

2.2 We will always, subject to the full terms, conditions and exclusions of your Extended Warranty, repair the Product unless: a) we cannot obtain the spare parts to repair it; or b) we can replace it for less than the cost of the repair.

2.3 We will only replace the Product if we have agreed to do so before a repair is carried out. If the Product is replaced the unexpired portion of the Extended Warranty will apply to the replacement Product provided you have notified Sony about the replacement using the contact details set out in Clause 10.

2.4 If we do not repair the Product we will replace it with equipment of the same or similar specification.

2.5 We will not be responsible for any costs that you may incur while disposing of your original Product.

2.6 For the avoidance of doubt, this Extended Warranty will not automatically terminate on you making a claim, but will remain in place for the full period set out at Clause 2.1.

3. What is not provided

3.1 This Extended Warranty does not cover:

- periodic maintenance and repair or parts replacement due to wear and tear;
- consumables (components that are expected to require periodic replacement during the lifetime of a product such as batteries, etc.);
- damage or defects caused by use, operation or treatment of the Product inconsistent with normal personal or domestic use; and
- damage or changes to the Product as a result of: i. misuse, including: treatment resulting in physical, cosmetic or surface damage or changes to the Product or damage to liquid crystal displays; failure to install or use the Product for its normal purpose or in accordance with our instructions on installation or use; failure to maintain the Product in accordance with our instructions on proper maintenance; installation or use of the Product in a manner inconsistent with the technical or safety laws or standards in the country where it is installed or used;
- virus infections or use of the Product with software not provided with the Product or incorrectly installed software;
- the condition of or defects in systems with which the Product is used or incorporated except other Sony products designed to be used with the Product;
- use of the Product with accessories, peripheral equipment and other products of a type, condition and standard other than prescribed by us; repair or attempted repair by persons who are not Sony or Authorised Service Network members ("ASN members");
- adjustments or adaptations without our prior written consent, including: upgrading the Product beyond specifications or features described in the instruction manual; or modifications to the Product to conform it to national or local technical or safety standards in countries other than those for which the Product was specifically designed and manufactured;
- neglect; and

viii. mishap, fire, liquids, chemicals, other substances, flooding, vibrations, excessive heat, improper ventilation, power surges, and/or incorrect supply or input voltage, radiation, electrostatic discharges including lighting, other external forces and impacts.

3.2 We reserve the right to refuse to repair and/or replace the Product if you do not have your original Certificate for the Product and your Extended Warranty cannot be found in our online records.

4. Exclusions and limitations Except as stated above, we make no warranties (express, implied, statutory or otherwise) regarding the Product quality, performance, accuracy, reliability, fitness for a particular purpose, or otherwise. If this exclusion is not permitted or fully permitted by applicable law, we exclude or limit our warranties only to the maximum extent permitted by applicable law. Any warranty that cannot be fully excluded will be limited (as far as permitted by applicable law) to the duration of this Extended Warranty. Our only obligation under this Extended Warranty is to repair or replace products subject to these terms and conditions. We are not liable for any loss or damage relating to products, service, this Extended Warranty or otherwise, including - economic or intangible losses - the price paid for the Product - loss of profits, revenue, data, enjoyment or use of the Product or any associated products - indirect, incidental or consequential loss or damage. This applies whether that loss or damage relates to:

- impaired or non-operation of the Product or associated products through defects or unavailability while with us or an ASN member, which caused downtime, loss of user time or business interruption
- inaccuracy of output from the Product or associated products
- damage to or loss of software programs or removable data storage media, or
- virus infections and other causes. This applies to loss and damages under any legal theory, including negligence and other torts, breach of contract, express or implied warranty, and strict liability (even where we or an ASN member has been advised of the possibility of such damages). Where applicable law prohibits or limits these liability exclusions, we exclude or limit our liability only to the maximum extent permitted by applicable law. For example, some countries prohibit the exclusion or limitation of damages resulting from negligence, gross negligence, willful misconduct, deceit and similar acts. Our liability under this Extended Warranty in no case exceeds the price paid for the Product, but if applicable law permits only higher liability limitations, the higher limitations apply.

5. Statutory rights & other providers This Extended Warranty is governed by English law. Consumers have legal (statutory) rights under applicable national laws relating to the sale of consumer products. This Extended Warranty does not affect statutory rights you may have, nor those rights that cannot be excluded or limited by law, nor rights against the person from whom you purchased the Product (including the right to claim for a refund, repair or replacement if your Product was not as described, not fit for purpose or not of satisfactory quality when sold to you). More information about your statutory rights may be found at www.consumerdirect.gov.uk or by contacting your local Citizens Advice Bureau or your local authority Trading Standards Department. You may assert any rights you have at your sole discretion. You should also be aware that extended warranties may be available from other providers, and that some household insurance policies may include cover for your Product.

6. Rights of third parties This Extended Warranty is for the benefit of you and anyone else we have agreed with your consent. No benefits will be given to anyone else.

7. Additional information Your Extended Warranty is provided and administered by Sony Europe Limited, a company registered in England and Wales with company number 02422874 and its address at The Heights, Brooklands, Weybridge, Surrey, KT13 0XW, United Kingdom.

8. Data Service

8.1 Important Data Service Information: We are the data controller for the purposes of UK and Irish data protection legislation ("**Data Protection Acts**"). Your details will be held and used by us, and selected companies acting on our behalf, in accordance with the Data Protection Acts, to administer your Extended Warranty. We may pass your data to any relevant regulator or dispute resolution provider. We may also use your data for training or testing purposes. We may disclose your information to our service providers and agents for these purposes. For further information, please contact our Data Service Officer at: Sony Europe Limited, The Heights, Brooklands, Weybridge, Surrey, KT13 0XW, United Kingdom.

8.2 By ordering the Extended Warranty for your BRAVIA TV, you have consented to be contacted by Sony via mail, email or phone in relation to your Extended Warranty. You will not be contacted by Sony for any other marketing purposes unless you explicitly agree to it. In that case, please register to My Sony (www.sony.co.uk/mysony). As a member you will be the first to find out about Sony's new and exciting products. Plus, receive the latest news, special product info and support, and much more.

8.3 To help keep your details accurate we may use information we receive from our partners. You can ask us for a copy of your details and to correct any inaccuracies. To improve our service we may monitor or record our communications with you.

9. Transferring your plan You can transfer your Extended Warranty to a new owner of the Product by notification to us details of the changes using the contact details given in clause 10. Your Extended Warranty cannot be transferred to any other equipment.

10. How to make a claim or contact us: If your product requires service attention please contact your supplying retailer who will be able to arrange or advise you how to get a repair carried out under the terms of the Extended Warranty. Alternatively:

- Call the Customer Information Centre: United Kingdom: 0330 4440 2060
 - Write to - Sony Warranty, Sony Europe Limited, Jays Close, Viables, Basingstoke, RG22 4SB
 - E-mail us via www.sony.co.uk click on 'Contact Us' on the Support page. Our Customer Service Department will provide you with full instructions and reasonable assistance for making claims under this Extended Warranty.
- 11. Telephoning Us** Your telephone calls may be recorded to monitor and improve the quality of the service provided.

SONY



Free 5-year guarantee

Register today for your 5-year guarantee

Offer available on selected BRAVIA LCD TVs from Sony, purchased at a participating store between 01 April 2013 and 30 April 2013 inclusive.

Complete the validated* registration form and return it within 30 days of purchase, with a photocopy of your sales receipt to:

Guarantees, PO Box 5003, Stratford-upon-Avon, CV37 1HJ.

Your certificate will be posted within 30 days, if you don't receive it within this time period please call customer service on 0330 440 2060.

* This is a retail, in store promotion only. Once you've received an in-store demonstration, the dealer where you purchased your BRAVIA will validate your registration form by applying a Store Stamp and Account number in the areas provided. All claims have to be made by the 31 May 2013.

Sony Guarantee Scheme

BRAVIA

Register your purchase

We recommend you send your completed form by registered or special delivery.

Customer Details[†]

I confirm that I have received a demonstration prior to purchasing this product.

(Please sign)

Important Data Protection Information: Sony Europe Limited will use your personal details and information we obtain from other sources for customer services and administration, for marketing and to analyse your purchasing preferences. We may keep your information for a reasonable period for these purposes. We or our business partners may contact you by mail, telephone, email or other electronic messaging services with offers of goods and services of information that may be of interest to you. By providing us with your telephone number or email address you consent to being contacted by these methods. If you do not wish to receive marketing information by these methods from Sony Europe Limited please tick this box. ☐

Terms and conditions apply.

BRAVIA

Dealer details

Service referral ☐

DEALER STAMP

Product details

Please tick model number as appropriate:

☐ K D L 4 0 H X 8 5 3 B U

Product Purchase Price (to the nearest £) £

(DD/MM/YY) 000000

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